



## SOE Services Portfolio Mobile Device Management



Refer to SOE Services Portfolio Overview for information about the SOE Services Portfolio.

### Service overview

The Mobile Device Management service caters for the centralised management of your Windows mobile devices, such as PDAs and phones, whether they are “on the road” or directly connected to your corporate IT network. This service encompasses the entire mobile device management lifecycle:

- **Provisioning:** Remote imaging allows the mobile device to be installed with an image containing customised applications, settings and configuration.
- **Usage:** Direct push technology allows the end-user’s email and scheduling information to be sent to and from their mobile device.
- **Ongoing management:** Support tasks, such as password resets, can be performed remotely on the mobile device.
- **Decommissioning:** When the mobile device reaches end of life or is lost or stolen, a remotely initiated data wipe can delete sensitive data.

### Service benefits

This service offering will allow you to:

- Lower ongoing administration costs through centralised control and management of mobile devices.
- Manage mobile devices from a centralised location while they are “on the road”.

- Prevent theft of data when mobile devices are lost or stolen through the remote data wipe feature.
- Remotely access and manage e-mail and scheduling information through direct push technology.

### Service feature highlights

An experienced HP SOE consultant will work with your organisation and will:

- Establish an understanding of your mobile device requirements.
- Generate solution design documentation addressing the design and implementation of a mobile device management solution.
- Implement direct push technology to deliver email and scheduling information to remote devices.
- Provide professional services in connection with the implementation of the mobile device management solution within your IT environment.

### Customer profile

This service is suitable if your business wants to:

- Provide access to email and scheduling information for a mobile workforce while “on the road”.
- Implement a centralised mobile device management solution for the management of Windows mobile devices.
- Lower the cost of provisioning mobile devices.
- Remotely remove data from mobile devices.

## Specifications of service

Features	Delivery specifications
Service overview	<p>This service is offered by experienced HP SOE consultants. They will:</p> <ul style="list-style-type: none"><li>• Conduct a consulting exercise to understand the business and technical requirements for managing your mobile device fleet.</li><li>• Formulate a solution design document addressing the configuration, implementation and security aspects of the mobile device management solution.</li><li>• Provide professional services with the implementation of the mobile device management solution in accordance with the solution design.</li><li>• Conduct a pilot test to verify correct functionality of the mobile device management solution.</li></ul>
Service deliverables	<ul style="list-style-type: none"><li>• The Mobile Device Management service will deliver a solution design document detailing the design, configuration and implementation aspects of the mobile device management solution.</li><li>• The end product will be the implementation of the mobile device management solution on IT infrastructure within your environment.</li></ul>

### Service limitations

The SOE Image Build services does not include:

- Support for hardware other than Windows mobile devices.
- Design or implementation of a corporate email system.

### Customer responsibility

To ensure the engagement is successful, HP requires you to:

- Have commitment from key stakeholders to participate in questionnaires, workshops and interviews.
- Provide suitably skilled personnel.

### Pricing

Pricing for the Mobile Device Management service varies depending upon complexity and the optional components included. The price will be finalised once the scope and deliverables are confirmed

### Related services

Refer to the following service descriptions for more information:

- SOE Services Portfolio Overview
- SOE Design and Consulting

Looking to lower cost and have a streamlined process to support your IT requirements? Contact your Account Team or HP Services today and realise a better managed IT environment immediately.

**Web: [www.hp.com.au/services/soe](http://www.hp.com.au/services/soe)**

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